

Manager's Report for the Settlement AGM on Monday 27th November 2017

We continue to be very busy and class numbers were up yet again. Members are making good use of the facility to book over the phone and online. We expect the latter to increase over the next few years.

Enrolments for 2016/17:

Total enrolments for all subjects were 1966, up from 1742 the previous year.

Of these enrolments:

640 were for special interest courses (incl, Creative Writing), an increase of 16%.

840 were for art and craft courses, an increase of 13%.

486 were for languages, an increase of 8%.

We ended the year with 918 Settlement members. This was 59 more than the previous year.

IT Developments

We have now implemented online enrolments and renewal of membership. We will extend this over the next year to enable new people to join as members. We are continually looking at ways of improving our administration. One particular area is the management of ongoing courses that are full to make it easier for existing students to take up their priority enrolment.

We now have a text feature on our system so that we can contact a class of students quickly in the case of cancellation.

Lettings

Total rental income was up by 9% due to more bookings. We now have a premises licence to sell alcohol

Fund raising

We held a Quiz Night and the Settlement Fair last year which made £1100 and £2300 respectively. We introduced a Christmas raffle which raised £2000. We also made £1800 on lectures by visiting speakers and £800 on an Open Gardens event. My thanks go to everyone who helps in any way with these events. We couldn't run them without you.

Reaching Out

We are continuing with a diverse programme of workshops and daytime one-off lectures. I'm delighted to say that we had 448 enrolments on these over the last year. This included two workshops at Stotfold library.

Diane Brendling continues to forge good relationships with local schools and libraries. She has also increased the number of local businesses signed up with our discount scheme.

Staffing

I am delighted that during the year Sally Rogers increased her hours with us. This has had a very positive effect in the office, freeing me up from a lot of the day to day admin. Sally's friendly efficiency is much appreciated by tutor and students alike. Laura Krypczyk joined us this year on the retirement of Sue Fairhurst and is in the office Wednesday and Friday evenings. Her cheerful demeanour and willingness to do anything is most welcome.

I must thank the staff for all their hard work over the past year. Those members of staff are Michael, Sally, Sue, Rachel, Diane, Iain and Laura. They are all very valuable members of our team and play their part in keeping the Settlement running smoothly.

I would like to take this opportunity to thank all our volunteers who do so much for The Settlement. Most of their work goes on behind the scenes and does not get the recognition it deserves. Volunteers that have helped us over the last year are: Roy Evans, Ivor Davies, Val Aitken and many more.

The Management Committee are all volunteers of course and without their many hours of work, my job would be considerably harder and The Settlement would not be the successful place that it is today.

Last, but by no means least, thanks to Pam for her hard work as Chair over the past year. Pam's enthusiasm and energy is inspiring and her ability to get things done is a huge asset to the Settlement.

Sonia Weston

Manager